

**Public Safety**  
**Emergency Communications/E-911**  
**Emergency Communications**

*Seminole County*  
<http://www.co.seminole.fl.us.growth/gis/>

## **Mission**

To process emergency and non-emergency requests for services, including emergency medical, fire/rescue and other services to the municipalities of Altamonte Springs, Casselberry, Lake Mary, Longwood, Sanford, Winter Springs and the Department of Public Safety. This is accomplished in conjunction with the Seminole County Enhanced 911

## **Business Strategy**

The Emergency Communications/E911 Division processes requests from the public to dispatch emergency equipment and personnel for EMS, fire/rescue, emergency management and other emergency services; provides after hour dispatch services for Animal Services, Public Works, Environmental Services and other County and municipal agencies; continuously monitors the Supervisory Control and Data Acquisition (SCDA) system for the Environmental Services Department; coordinates emergency and non-emergency radio and telephone communications, including processing E-911 service requests; provides emergency medical dispatch services to the public, including pre-arrival instructions to callers with medical conditions.

## **Objectives**

Receive and process requests for emergency service in a efficient manner.

Develop a quality assurance program to provide a mechanism to review performance, including peer review, tape review and other techniques.

Develop customer feedback program.

Maintain all links of voice and data communications with all agencies involved in the First Response System.

Provide vital communications link to ensure constant management of County government during disaster situations.

Provide Telecommunications Devices for the Deaf (TDD) services for emergency and non-emergency requests for assistance.

Receive and dispatch Animal Services, Public Works, Utilities, and Traffic Engineering calls after hours and on weekends.

<b>Performance Measures</b>	<b>FY 99/00 Actual</b>	<b>FY 00/01 Estimated</b>	<b>FY 01/02 Projected</b>	<b>FY 02/03 Projected</b>
E-911 requests for emergency response	45,295	48,013	50,894	53,947
E-911 calls received from cellular telephones	18,118	24,006	27,991	29,670
E-911 calls received from wireline telephones	27,177	24,006	22,902	24,276
Emergency transfer calls	8,250	8,745	9,270	9,826
Total emergency calls handled	53,545	56,758	60,164	63,774
Non-emergency assistance calls	4,950	5,830	6,296	6,674
Total calls handled	58,495	62,588	66,460	70,448

<b>Department:</b>		<b>PUBLIC SAFETY</b>			<b>Seminole County</b>	
<b>Division:</b>		<b>EMERGENCY COMMUNICATIONS/E-911</b>			<b>FY 2001/02</b>	
<b>Section:</b>		<b>EMERGENCY COMMUNICATIONS</b>			<b>FY 2002/03</b>	
	1999/00 Actual Expenditures	2000/01 Adopted Budget	2001/02 Adopted Budget	Percent Change 2001/02 Budget over 2000/01 Budget	2002/03 Approved Budget	Percent Change 2002/03 Budget over 2001/02 Budget
<b>EXPENDITURES:</b>						
Personal Services	868,949	1,051,471	1,134,193	7.9%	1,244,975	9.8%
Operating Services	94,102	105,769	96,667	-8.6%	97,360	0.7%
Capital Outlay	0	0	0		0	
Debt Service	0	0	0		0	
Grants and Aid	0	0	0		0	
Reserves/Transfers	0	0	0		0	
<b>Subtotal Operating</b>	<b>963,051</b>	<b>1,157,240</b>	<b>1,230,860</b>	<b>6.4%</b>	<b>1,342,335</b>	<b>9.1%</b>
Capital Improvements	0	0	0		0	
<b>TOTAL EXPENDITURES</b>	<b>963,051</b>	<b>1,157,240</b>	<b>1,230,860</b>	<b>6.4%</b>	<b>1,342,335</b>	<b>9.1%</b>
<b>FUNDING SOURCE(S)</b>						
General Fund	963,051	1,157,240	1,230,860	6.4%	1,342,335	9.1%
<b>TOTAL FUNDING SOURCE(S)</b>	<b>963,051</b>	<b>1,157,240</b>	<b>1,230,860</b>	<b>6.4%</b>	<b>1,342,335</b>	<b>9.1%</b>
Full Time Positions	21	23	24		25	
Part-Time Positions	0	0	0		0	
<b>New Programs and Highlights for Fiscal Year 2001/02</b>						
Tactical Radio Operator - Additional support needed to maintain the current level of service while meeting an increased alarm load.						34,699
<b>New Programs and Highlights for Fiscal Year 2002/03</b>						
Tactical Radio Operator - Additional support needed to maintain the current level of service while meeting an increased alarm load.						36,597
<b>Capital Improvements</b>		<b>2001-02</b>	<b>2002-03</b>	<b>2003-04</b>	<b>2004-05</b>	<b>2005-06</b>
Total Project Cost		0	0	0	0	0
Total Operating Impact		0	0	0	0	0